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## 220.20

### Verification of Certification (VOC)

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**Introduction**

A WIC participant who moves out of state or overseas may receive benefits from the local agency in the new service area for the remainder of the certification period. The Verification of Certification (VOC) document proves that the participant is eligible for benefits, and provides basic certification information to the WIC agency in the new service area.

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**Model VOC**

The VOC used by the Iowa WIC Program is based on the national model provided by the USDA. The model VOC contains the following information:

- Participant's name
  - Date of most recent certification
  - Date certification expires
  - Date of most recent income eligibility determination
  - Signature and printed name of local agency official
  - Name, address and phone number of local agency
  - Participant's nutrition risk criteria
  - Identification number or other means of accountability.
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**Policy references**

- MPSF-1: WC-93-41-P: Verification of Certification Cards
  - MPSF:WC-01-20-P: Impact of Implementation of the Department of Defense's WIC Overseas Program on the Department of Agriculture's WIC Program
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**In this policy**

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## Issuing a VOC

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### When to issue

Generate and issue a VOC to the following groups of participants:

- Participants expecting to move out of state
- Participants who are members of migrant farmworker families
- Participants affiliated with the military who will be transferred overseas
- Any other participant who is likely to relocate during a certification period

#### Note:

- State agencies shall not require a signed release form from a participant when requesting a VOC nor shall they require a signed release form from the transferring participant before providing participant information to the receiving agency.
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### Participant instruction

It is important to take steps throughout the certification period to ensure that participants know and understand the availability, process and purpose of the VOC to include:

- Describing the VOC availability and process
- Routinely asking participants if they plan to move during the certification period

When issuing a VOC, thoroughly instruct the participant on its use. Direct the participant to the new local WIC agency, and encourage continued participation in the WIC Program.

For participants transferring overseas, provide the following information:

- There is no guarantee that the WIC Overseas Program will be operational at the site where they will be transferred,
  - Only certain individuals are eligible for the WIC Overseas Program, and
  - Eligibility will be determined at the overseas WIC service site.
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### Release of information

When your agency receives a valid request for information from the new WIC agency, send copies of the growth chart, the most recent nutrition interview, nutrition care plan, and any special formula documentation

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### Sample VOC

See Policy 220.20A for a copy of the Iowa VOC document.

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## Processing an Incoming VOC

### What is a valid VOC?

A VOC from another state agency or the WIC Overseas Program is valid if the certification has not expired and it contains the following information:

- Participant's name
- Date of certification, and
- Date the current certification expires.

### State differences in eligibility criteria

Eligibility criteria for participation in the WIC program may differ from one state agency to another. Your agency must accept a participant who presents a valid VOC, even if the participant does not meet the nutritional risk or income criteria of the Iowa WIC Program. When this participant reapplies for benefits at the end of the certification period, follow the eligibility criteria of the Iowa WIC Program.

### Processing a valid VOC

When a participant presents a valid VOC:

- Create a participant record in the data system;
- Issue an Iowa eWIC card;
- Issue benefits; and
- Return the VOC to the participant or shred it.

#### Notes:

- Transferring participants must surrender to the receiving WIC agency any unused food instruments and the receiving agency should destroy them as well as explain any difference in authorized supplemental foods.
- If your agency has a participant waiting list, place the transferring participant on the list ahead of all waiting applicants, regardless of the transferring participant's priority class.
- If you want a copy of the participant's records from the previous state, generate a Request for Information form from the data system, obtain a signature, and send/fax it to the participant's previous service agency.

### VOC Infant

When completing a VOC for an infant, the required breastfeeding information must be documented in the infant nutrition interview to obtain the correct breastfeeding description for the infant and mother.

### Migrant farmworker with expired VOC

An instream migrant farmworker with an expired VOC is deemed to automatically meet the income guidelines if the participant's income has been determined within the last 12 months. See Policy 390.10 for more information on migrant farmworkers.

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## Processing an Incoming VOC, Continued

**Missing data** Follow these guidelines if required information is missing from the VOC.

IF the participant is moving from...	THEN...
Another state	<ul style="list-style-type: none"><li>• Call the previous service agency or the previous state agency's VOC point of contact: <a href="http://www.fns.usda.gov/wic/wic-contacts">http://www.fns.usda.gov/wic/wic-contacts</a> for the information, <u>or</u></li><li>• Schedule a certification appointment.</li></ul> <p><u>Note:</u> If an appointment is scheduled, it must be scheduled within the time limits stated in Policy 215.20 because this contact is considered an initial visit.</p>
Overseas	<ul style="list-style-type: none"><li>• Check the TRICARE website (<a href="http://www.tricare.osd.mil/wic/default.htm">www.tricare.osd.mil/wic/default.htm</a>) for a current list of overseas contacts and email addresses.</li></ul>